

FAQs for Boeing Related Questions Updated 07/29/2020

Please note: information contained in this document is subject to change due to legislative or congressional changes, most specifically due to COVID-19 circumstances. The latest information will be available on our website at www.esd.wa.gov.

New Questions Added

Will I be required to look for work?

A: Whether you are receiving unemployment benefits, or your unemployment claim is pending, you are normally required to apply for suitable work each week that you claim. However, due to COVID-19, some exceptions to this rule have been made.

All work search requirements have been waived until Sept. 1, 2020. Unless the legislature extends this rule, effective Sept. 2, work search requirements will be in effect for all claimants, except for those who are exempted by the department. We will update our website at www.esd.wa.gov with any changes.

Claimants who are exempt from work search requirements are those who are:

- Is a full referral union member who is in good standing with their union and is on the out of work list;
- On standby (approved by the department);
- Partially unemployed (those hired to work full-time, but whose work has been reduced no more than 60%, and who expect to return to full-time work with their employer within four months);
- On Shared Work (for shared work weeks only);
- Approved for commissioner approved training;
- Approved for the Self-Employment Assistance Program (SEAP);
- Approved for training benefits;
- In approved apprenticeship training (including non-union electrical apprentices);
- Approved for trade adjustment assistance (TAA) approved training;

What are the work search requirements?

A: Once claimants are again required to search for work, unless you have been informed otherwise, you will need to make at least three work search contacts or participate in three approved WorkSource activities each week that you claim benefits.

What do I do if I have received a denial and overpayment notice because I did not respond to a request for forms of identification?

A: You should upload your forms of identification using our secure website at <https://fortress.wa.gov/esd/file/SecureUpload/identity>.

What do I do if ESD has already been notified that a fraudulent claim was filed in my name/SSN?

A: ESD has received a list of impacted Boeing employees. The individuals on this list have had their fraudulent claim issues resolved and they can create a new Secure Access Washington (SAW) account and file an unemployment claim any time after 7/29/20. ESD is expecting to receive a second list and will be prepared to have those resolved by 8/4/20.

Will I be required to pay back any benefits that were paid on my fraudulent claim?

A: No, you will not. We will remove that fraudulent claim from your social security number.

What do I do if I applied for unemployment previously but was denied?

A: You will need to either reopen your claim or file a new claim, depending on when you had the previous claim. ESD will then reevaluate your eligibility based on your current situation.

What do I do if I was receiving PUA benefits previously, but now my situation has changed and I meet the qualifications for regular unemployment?

A: To be eligible for PUA, you must currently be affected by at least one of the COVID-19 related reasons listed in the PUA application. If or when you no longer meet at least one of the reasons, you will need to notify the department immediately and restart your regular unemployment claim.

How do I find out about training opportunities or opportunities to obtain certificates?

A: First file for unemployment benefits. Then you will need to contact a counselor with your local WorkSource office. You can find your local WorkSource office and contact information at www.WorkSourceWA.com. Make sure to ask them about the Trade Adjustment Assistance program.

If I plan on participating in the Trade Adjustment Assistance program, do I apply for unemployment through the normal route or is there a different process?

A: You will apply for unemployment through the normal process. You should then contact a WorkSource counselor to talk about your training plans.

How do I know which training programs or educational institutions are available to me and how much funding is available?

A: You will need to contact a WorkSource counselor to talk to them about your training plans. They will help you find approved training locations/programs as well as funding and benefit questions.

What happens if a claimant does receive retirement income or pension? Or,

What if I took out a loan against my 401K, do I need to report that? If so, how do I do that?

A: Anytime anyone receives money from any type of retirement fund, it must be reported to the department. You report this when you file your initial claim or when you file your weekly claims.

- If claimants received ANY money from any kind of retirement account, including a 401 K account, they need to report this when they file their weekly claim. They also need to respond to the questionnaire we send them. It is helpful if they can provide documentation with their questionnaire to speed up the adjudication process.
 - We need to know the percentage that the claimant and the employer each contributed into the retirement fund. The percentage needs to equal 100% when added together. Some retirement administrators will provide documentation to the claimant that says .04% (for example). This isn't enough information for the department. As a result, we must re-contact claimants to have them get in touch with their pension administrator and ask for the specific information. Pension administrators cannot talk to the department without the department having the claimant on the phone with them, because they cannot provide confidential information to us without claimant consent.
 - Example: The claimant contributed 50% and the employer contributed 50% into the retirement fund. This is exactly what we need. The percentage of the contributions equals 100%. It is not enough to just tell us that the claimant contributed \$___ amount into the fund and the employer contributed \$___ amount into the fund. They MUST tell us the percentage that each party contributed in order for us to make a timely determination.
 - Claimants seldom know what percentage they or their employer contributed. If they can contact their human resources department, or their retirement administrator (the company that paid them the retirement fund) and ask for documentation that shows the "gross" amount that the claimant collected, or collects (if they collect on a monthly basis), and document what percentage the employer and claimant contributed into the funds, this speeds up the adjudication process. In many cases, the pension administrator can send an email to the claimant and provide all the information we are requesting. This is a lot of information, so just to make it a little easier to follow, we need the following information:
 - From the claimant:
 - Answer and return the questionnaire that was sent

From the claimant and retirement administrator:

- Documentation that shows the gross amount of money that the claimant withdrew from their retirement/401 K account (before taxes) and what date they received their lump sum or what date they started receiving their monthly sum
- Documentation that shows the gross monthly sum the claimant is receiving (if they are receiving a monthly pension) ((before taxes))
- The documentation needs to advise what percentage the claimant and employer contributed into the retirement/401 K account. This needs to equal 100%.

Standby or Work Search related questions

What does standby mean?

A: Standby is a temporary work search waiver that is approved through the department. Standby means that you are temporarily out of work with your employer and have a probable return-to-work date with that employer. Even if you are approved for standby, you must remain able and available for work with your current employer, if called upon to do so.

Should I request “standby” status when applying for benefits?

A: It is not necessary to request standby while the “Safe Start” order is in effect and while making a job search is optional. Currently, the Safe Start order is in effect until 9/1/2020.

However, during non-COVID-19 periods of time, conducting a work search is required unless you are in an approved standby status. During times that work search is required, if you are off work temporarily and expect to return to the same employer, then, yes, you should request standby. When asked the question about standby, select “yes” and answer the related questions. You will need to give an expected return-to-work date. During the COVID-19 situation, you can enter an approximate or estimated date, but it must be 12 weeks or less from the date you selected to have your standby status started. Outside of the COVID-19 situation, the timeframe for an employee to request standby is limited to 4 weeks.

How long can I request standby?

A: Currently, during the emergency rules due to COVID-19, both claimants and employers can request up to 12 weeks of standby during a claim year. You will select a standby start date and a standby end date. The combination of any and all of your standby requests will count towards the total 12 weeks. For example, you can select all 12 weeks in one request, or you can submit multiple requests totaling

the 12 weeks. After the COVID-19 situation, we expect this to return to the regular time limit of 4 weeks.

Will I be asked what my return-to-work date is when filing for UI?

A: Yes, if you are requesting standby status. During the COVID-19 situation, you can enter an approximate or estimated return-to-work date. This date must be within 12 weeks of the request.

What do I do if I already filed for unemployment but did not request standby?

A: The department considers all claimants on approved standby from March 8, 2020 until August 1, 2020. You do not need to request standby during this time.

After August 1, 2020 (unless legislation extends the work search waiver further), if you expect to return to work for your employer and want to request standby, you do this by accessing your online eServices account and looking in the “I want to” section and clicking on the “Request standby” link. Complete the information that is presented to you, including your expected return-to-work date, and then submit your request electronically.

If I received a Standby denial letter when I filed for Unemployment Insurance, should I reapply?

A: Standby is approved for all claimants from March 8, 2020 to August 1, 2020 (unless extended further by legislation). It is not necessary to request standby or appeal a standby denial letter during this time period, because all claimants are already approved for standby.

Standby does not deny benefits. If you received a standby denial letter and are not receiving benefits, there is another issue preventing you from being paid. Please make sure you return all questionnaires sent to you by the department, unless specifically told not to by an agent

General Unemployment Insurance Questions

If the employee receives severance pay, do they report that, and will it impact their unemployment benefits?

A: Severance pay is when the pay has no connection to any specific week and there are no stipulations in place that the employee must follow in order to receive the pay. Based on the information obtained from Boeing, the severance pay they are receiving does not need to be reported. It does not need to be reported due to these very important reasons:

- The pay is not attributable to any specific time period that they are claiming,
- The pay is not through a union, contract, or collective bargaining agreement,
- The employee will still receive the severance pay if they found other employment,
- The employee does not have to remain in contact with the employer.

If it does not fit these criteria, then it must be reported and ESD will determine if it impacts benefits or not.

Does the individual need to file a new unemployment claim if they filed in March or April 2020?

A: No. When an application for unemployment is filed, it is effective for one year. If the individual returns to work and then wishes to file for unemployment again within that one-year period, they will need to restart their claim. This can be done using their eServices account and clicking on the link under the “I want to” section.

How does the employee know if they need to file a new claim or restart a previous claim?

A: Their claim would have been given a Benefit Year Ending (BYE) date. They can get that date by looking under their claim status in their eServices account.

Are there going to be UI webinars to help us learn what we need to do?

A: Yes. These are being recorded and will be available for viewing approximately July 28, 2020. You can contact your employer or union to find out how to access them. They will offer step-by-step guidance for submitting your new unemployment application or how to restart a previous claim. We strongly encourage viewing one of the webinar presentations.

When should I file for Unemployment Insurance (UI)?

A: You should file for UI as soon as you are no longer being paid a full week by your employer. It is advised that you file online due to high volumes and long wait times when applying by phone.

Is there a waiting week before I receive my first UI weekly benefit?

A: Claims filed March 8, 2020 through August 1, 2020 (unless extended further by legislation) are exempt from having to serve a wait week.

When should I expect to receive my first benefit payment?

A: If approved for UI, it is taking between 7-10 days to receive your first weekly benefit when applications are properly filed online and there are no issues set that prevent payment.

I am going to continue receiving health care benefits from my employer; do I need to report that?

A: No, you do not need to report this.

I opened a claim within the last year but haven't claimed recently. I now need to claim; what do I do?

A: You can restart your claim by accessing your eServices account online and looking for the restart link under the "I want to" section.

How should I answer, "What date did you last physically work for this employer?"

A: State the date you last physically worked (NOT the last day you were paid).

How do I answer the question "Was your separation date the same day as your last day worked?"

A: If the date you last physically worked is not the same as the last day you received pay, then you will need to select the day that you were last paid for.

What should I say is my reason for being separated from the company?

A: If you work through your layoff date, you should choose "Laid off" as your primary separation reason and "Other reason not listed" as the secondary reason. If you are not working for any other reason, you will need to select the option that best fits your situation.

How do I answer the question, "Do you get your work through a union dispatch or referral list?"

A: No. Boeing does not have a full referral union or hiring hall.

Do I qualify for the extra \$600 a week of federal CARES Act benefits in addition to state unemployment benefits?

A: The additional \$600 a week is payable only for weeks ending April 4, 2020 through July 25, 2020. If claiming during that time period, you will receive the extra \$600 for any week in which you receive at least one dollar in regular unemployment benefits.

What period of time is the \$600 addition benefit being paid out?

A: The effective dates are March 29, 2020 through July 25, 2020.

Are you required to use all sick leave and vacation benefits before you can receive unemployment insurance?

A: You are not required to exhaust your Paid Sick Leave or Paid Time Off before you claim unemployment benefits. Any accrued time for these benefits that you receive as a cash out at the time of your layoff is not deductible from benefits. However, any Paid Sick Leave or Paid Time Off you receive during the same week you are claiming unemployment benefits will need to be reported and the appropriate deduction will be held from your benefit payment.

If I file for unemployment, can I use my vacation and still get UI benefits?

A: Yes, but you will need to report your vacation pay during the week that you take it, unless you are only receiving a cash out of time accrued up to your layoff. The appropriate deduction will be made from your weekly benefit amount.

If I accidentally marked something wrong in my application, how can I change it after it's been submitted?

A: Unfortunately, you can't. Once you submit your unemployment claim, you can't go back and change your answers. Depending on what you incorrectly selected, it may need to be addressed by a customer service representative. To help fix it, you will be sent a questionnaire about the issue. Either log into your eService account and complete the alert, or mail back the questionnaire to the department.

- If you accidentally mistyped/mis-entered your name, address, phone number, email – something that you did NOT receive a questionnaire for, you will need to contact the department and speak with an agent to have your personal information updated. If you have an eService account, you can log in and make some of the basic changes (like an address change).
 - You can log into your eService account and click on the “apply for unemployment benefits or manage your current and past claims” link.
 - This will bring you to the main eService page. In the middle of the screen there are different options. There is Summary, Online Activity, Notices/Letters, Name/Address, Job Search Log, 1099s, and Applications/Forms. You can click on the appropriate tab and see if you can make the change there. This all depends on what needs correcting, but this information might help get it corrected.

When asked why I am not working, what should I list?

A: It depends on your circumstances. If you are not working due to reduced hours, company shutdown, company temporarily closed, being furloughed, being on standby, or the company suspended operations, you will select “Laid off.” For all other circumstances, select the best option from the list that fits your situation.

What do I do if I worked in multiple locations and none of them add up to 680 hours, but the combination of them does?

A: The first deciding factor for whether a claim is valid is the number of hours worked in an employee's base year. Washington requires that you have worked at least 680 hours, for all employment performed, in the first four of the last five quarters before you applied for benefits (for comprehensiveness' sake, we prefer saying the last 12-18 months).

If you cannot establish a claim using the first four of the last five quarters, you could be eligible for an “Alternate Base Year” claim. This claim uses the last four calendar quarters to establish the base year.

If you still do not meet the 680-hour requirement, you may be eligible for Pandemic Unemployment Assistance (PUA) benefits. There will be a PUA link on your eService account after you have applied for regular unemployment benefits and been denied.

What do I do if my work locations are in multiple states?

A: You might qualify for a Combined Wage Claim (CWC). If you have covered wages (meaning you worked for an employer who pays into the Unemployment Insurance system and whose employees are covered by Unemployment Insurance) in more than one state, you can combine your wages from all states into one state's claim to qualify for benefits. You can file with WA or you can file your claim with the other state(s); it is your choice. You must have some work hours in Washington State during your base year in order to bring wages from other states to Washington for a combined wage claim.

In WA, in order to qualify for a valid claim, you must have a minimum of 680 hours, total, between WA and the other state(s). Every state has different requirements. If you want to file with another state, you will need to contact that state's unemployment office to get additional information.

If you file your unemployment claim in WA, the system will let you know that you may qualify for a claim in the other state(s). At this time (before you submit your claim in WA), it is your responsibility to contact the other state(s) to inquire what your weekly benefit amount would be and how much money you would be awarded in the other state(s). If you file your unemployment claim in WA, the system will ask you, "Do you want to apply for a combined wage claim." If you want to apply for a combined wage claim, you should select "Yes."

If I worked part of the base year in another state (totaling 680 between multiple locations), do I file with Washington's ESD and when?

A: If you have covered wages in more than one state, you can combine the wages from all states into one state's claim to qualify for benefits. This is referred to as a "combined wage claim," or CWC. You can file with WA or you can file your claim with the other state(s); it is your choice.

In WA, in order to qualify for a valid claim, you must have a minimum of 680 hours, total, between WA and the other state(s). Every state has different requirements. If you want to file with another state, you will need to contact that state's unemployment office to get additional information.

If you file your unemployment claim in WA, the system will let you know that you may qualify for a claim in the other state(s). At this time (**before you submit your claim in WA**), it is your responsibility to contact the other state(s) to inquire what your weekly benefit amount would be and how much money you would be awarded in the other state(s).

Please note: You cannot file a combined wage claim or any other type of new claim if you have an unexpired benefit year in another state with benefits still available.

Regarding when you should file, if you are going to file a combined wage claim with WA, we suggest you file your claim as soon as possible. It takes time for the wages from the other state(s) to transfer to WA. You do not need to do anything to get the wages to transfer to WA; our department handles that

process. When you file your unemployment claim, the system will ask you, “Do you want to apply for a combined wage claim.” If you want to apply for a combined wage claim, you should select “Yes.”

Your claim is going to show as “invalid,” unless you have 680 hours in WA. Again, it takes time for the wages from the other state(s) to transfer to WA. After the wages transfer to WA, and if you have a minimum of 680 hours, the claim will then validate, and a new monetary determination will be sent to you. The monetary determination will show wages and hours you have in your base year.

You should continue to file your weekly claims every week (unless you are back to work or no longer want to file for UI benefits). If your claim becomes valid when the other state(s) wages are transferred to WA, you will be paid for any claimed back weeks, as long as you do not have any other issues on your claim that would prevent payment.

If someone worked all the base year in another state, what state do they apply in?

A: Whatever state the wages were reported to. For example, if your wages were all reported to the state of California, file a UI claim with California. Please see above answer if you worked in more than one state for additional information.

I have not worked 680 hours in the past year. Do I qualify for benefits? If so, what do I do?

A: If you do not have 680 hours, you would not be eligible for regular unemployment insurance benefits from WA but may qualify for Pandemic Unemployment Assistance (PUA) – the new expanded unemployment assistance passed in the Federal CARES act. You still need to file the UI claim to show that you are not eligible for UI in order to file for PUA. You cannot qualify for PUA if you qualify for regular unemployment benefits in WA or any other state.

We encourage you to subscribe to our COVID-19 Action Alert [listserv](#) to receive up to date information on unemployment benefits and visit our [COVID-19 Q&As](#) for workers on our website to keep up-to-date with the rapidly changing landscape of our COVID-19 response.

Do I report compensation for expenses from the union?

A: If you are receiving a stipend and it is not required to perform any services in order to receive the stipend, you do not have to report this to ESD. If you must perform services in order to receive the stipend, you need to report this as weekly earnings. ESD needs to know details about the stipend, such as is it taxable or not.

I am a union shop steward and am eligible to be paid “lost time,” or wages, by my union while away from the workplace on union business. My employment history says that IAM District 751 was my employer. What do I do?

A: It depends. See the below information.

- **Do you work for this employer?** If so, you can say “yes” to this answer. It will not hurt to report that the union is also your employer. If it is determined later that the union is not actually your employer, ESD can remove the “union/employer” from your employment history. If you perform any work for the union during a week you file for unemployment benefits, you will need to report the hours and earnings for the day(s) you worked. If it is later determined that the work is not reportable, ESD can update your weekly claims to reflect the correct number of hours and wages.
- **Start date? Do I put when I first became a shop steward, and can it be an estimated date because I don’t know exactly?** You need to try to remember the first day that you started working with the union. An estimation is normally ok for the start date.
- **Are you still working for this employer?** Since most are probably not going to be working due to the COVID situation, you can state “no” for this question. When the system asks you for the reason for the separation, you can state lack of work/laid off.

Is per diem reportable?

A: Normally, no. If it’s a reimbursement of reasonable expenses incurred, like meals or hotel, it is not reportable.

Can workers with less than 680 hours worked in the base year file now for UI?

A: The Federal CARES act created an expanded form of unemployment assistance that will be available to all those impacted by the crisis, but who are not otherwise eligible for unemployment insurance. This includes independent contractors, those who are self-employed, and those who worked fewer than 680 hours in the past year.

If you do not have 680 hours worked in your base year, you would not be eligible for regular unemployment insurance benefits, but you may qualify for Pandemic Unemployment Assistance (PUA).

More information about the new expanded benefits can be found on ESD.WA.GOV – please be sure to prepare before you apply. The more prepared you are, the faster you’ll get your money.

If an individual has an active L&I claim, but is also partially working and earning wages from the company, are they eligible for UI?

A: Per [RCW 50.20.085](#), yes; however, you are disqualified from benefits with respect to **any day or days** for which you are receiving, have received, or will receive compensation from L&I. You cannot have UI and L&I benefits for the same days.

I don’t understand why I was denied; what do I do?

A: The answer to this will depend on your claim circumstances. There is not a “one answer fits all” answer for this question. However, we can provide some helpful tips that may help you understand your claim situation:

What should I do if I was denied?

- Read your notices/questionnaires
- Respond to your questionnaires in a **TIMELY** manner (by the respond by date listed on your questionnaire or within 5 days if receiving it by eServices.)
- If you didn't respond to the questionnaire in a timely fashion and are denied, provide the information with a request for redetermination/appeal
- Continue to file your weekly claims
- Contact the UI department
- Please answer your phone when the department calls you. Our calls will show as a 800 number. They may also show up as "possible spam." Also, check your eService account and email account that you have on file for any messages that we may have sent you.

For additional help, continue to read the information below "detailed information

Detailed Information:

- Please do not compare your claim to someone else's claim – under any circumstances. Every claim is different. No matter how much you may think they are the same, they are not.
- Read the notice(s) the department sent you. The department knows individuals are sent a lot of notices and it can be overwhelming, but in order to try to understand what is going on with your claim status, you must read the notices that are sent to you.
 - Take your time when reading. Try not to skim through the notice. Make sure that what you are reading actually advises you are being denied for something.
- Please respond if you are sent a questionnaire. Depending on the "correspondence preference" you selected when you filed your claim, you will be sent notices and questionnaires either through the mail, or they will show under "alerts" on your eService account.
 - Please note: if you receive your notices/questionnaires through eServices, you only have 5 days to respond to the questionnaires. We **HIGHLY** recommend that you log into your eService account at least once a day and check to see if you have any alerts. On the 6th day, the alert will disappear, and you will not be able to fill out the questionnaire.
 - This means you probably will not find out about the issue that was on the claim until you receive a denial letter. (We will talk about what to do about a denial letter in more depth later)
- Understand that there are certain issues that must be adjudicated in order to determine if you will be eligible to receive unemployment benefits.
 - Examples** of issues that an individual might have/see are:
 - Quitting or getting fired from an employer. (This could be for ANY employer you have worked for since the beginning of your base year),
 - Going to school,
 - Receiving retirement pay; and
 - Providing incomplete information about your employment history

- Adjudication means that you have an issue on your claim, as described in the above paragraph. This issue may prevent payment until it is resolved by an agent. EVERY time an issue is set, a questionnaire is generated out to the individual (and sometimes the employer – it depends on what issue is set). This is another reason why it is so IMPORTANT that you (and employer) read and respond to the notices/questionnaires we send you.
 - If an issue is set on a claim and is preventing payment, it may NOT mean that you are DENIED benefits. It means that payment is delayed until the issue is resolved. This is why you should **CONTINUE** to submit your weekly claims every week. Once the issue has been adjudicated by an agent, and if you are allowed benefits, the system will automatically pay you for any missed weeks, as long as you continue to submit your weekly claims and as long as there are no other issues that would prevent payment.
- If you have an issue on your claim that has to be adjudicated, and you don't respond to the required questionnaires by the due date, the issue may automatically deny. After the issue denies, you are sent a determination letter advising why you were denied. At this time, if you disagree with the outcome of the decision, **follow the instructions in the determination letter** and request an appeal or a redetermination.
 - NOTE: If you want to request an appeal or redetermination for ANY issue, you MUST provide as much information as you can regarding the issue you were denied for.
 - **Example:** You were denied for quitting your job with ABC Company. You can provide employment dates with ABC Company and details that explain why you quit your job.
 - **Example:** You were denied because you are going to school. You can let us know if you are going to school in person, online, or both, and the times of your classes. Also provide the date you started going to school and the date you anticipate being done with school.
 - **Example:** You were denied for failing to provide information about your work history (Incomplete Employer Information or Missing Employer Information issue). You can provide the name, address, employment dates and the reason you are no longer working for the employer to the department. Sometimes the name the department has on file does not match the business name that you are familiar with. You should check your paystubs to see what name the employer used on your paystub to determine if you worked for the employer or not.
 - **Example:** You reported you received money from a retirement fund. You can let us know what employer contributed into the retirement fund and provide a copy of your pension award letter, which you can obtain by contacting your employer/human resources department. You should also tell us the gross amount of money that you withdrew from the retirement fund.
 - **Example:** You reported you received money from a retirement fund. You reported this in error and did not withdraw any money from a

retirement fund. You should notify the department that you reported this in error.

- Until you are able to determine why you are not being paid, you should continue to submit your weekly claims as normal. If you are allowed benefits, you will be paid retroactively for any missed weeks, if you do not have any other issues that would prevent payment.

If the employee elects to participate in the voluntary layoff option, are they eligible for unemployment insurance?

A: If the voluntary layoff option was made in writing and Boeing is the one that makes the final decision on which employees are selected, then the separation reason is considered a lack of work. As long as the employee meets all other eligibility requirements, then yes, they would be eligible.

If the employee is selected to participate in the voluntary layoff option, but does not work up until their last day of work, are they still eligible?

A: Possibly. If the employee makes the decision to leave work before the selected last day of work, they are considered to have quit their job. If the employee is not permitted to work up until the last day of work, they are considered to have been fired. In both situations, the reason for the job separation will need to be adjudicated to determine if benefits are allowed or not.

If the employee has a layoff date, such as July 30th, and they request an accelerated layoff date prior to that – are they eligible for unemployment?

A: Yes, if Boeing approves the accelerated layoff date and if there are no changes to the original agreement including the individual's pay, severance pay, etc. If Boeing does not agree or if there are changes, then we need to adjudicate the separation as a quit and a decision will need to be made to allow or deny.

How does an individual answer the question, “Are you going to continue to look for work in this occupation?”

A: This is not a work search question. It is confirmation that you will continue to look for work, when required, in your normal occupation. If you plan to continue working in the same occupation, you can state “Yes” to this answer. If you select “No,” the system will ask you why you are seeking work in another occupation. This question is a part of our normal (non-COVID) process we use to ask all individuals that file an unemployment claim.

What happens if claimants accidentally said they have retirement income because they have a 401k/pension but are not receiving distributions currently?

- The most common scenario we see is that claimants misread the question and think that this question asks if they **contributed** to a pension or retirement account. If claimants accidentally report they receive income from a retirement account, they will be sent a questionnaire about this. If they did not **receive** any money from a retirement, pension, 401 K (any kind of retirement account), they can tell us they reported this in error.
 - It helps the adjudication process go faster if claimants tell us that they *are not and have not received any money from a retirement account or a 401 K account and that they reported this in error.* (They can **ONLY** report this if it is true though. If the claimant is unsure, they should report that they did receive money from a retirement account, and the department will help determine if the money they received is deductible or not.)
 - If in doubt, it is better to have the issue set, rather than being denied benefits and having an overpayment or being denied for fraud.

What do they do if claimants accidentally hit the restart button instead of filing for the week?

A: If claimants accidentally reopen their claim instead of filing for the week, they can still go back into eServices to file for the week they reopened once that week has finished. If they want to claim weeks earlier than that, they must contact the claims center and request a different date.

If claimants are unable to get a hold of an agent by Saturday of the week, they reopened their claim in error, they can still file their weekly claim on Sunday of that week.

For example (it helps to look at a calendar): Sally last worked on 4/20/20. She wanted to reopen her claim effective 04/19/20, so she could file for the week ending 4/25/20. Sally did not select “NO” when asked, “Is this the week you wish to restart your claim” and selected 4/26/20 as her reopen date.

- On Sunday 5/3/20, Sally can file for the week ending 5/2/20, because she reopened her claim effective 4/26/20.
- In order to file for the week ending 4/25/20, Sally will need to speak with a claims center agent to have her claim reopened for the correct date.

Someone has fraudulently filed for unemployment benefits in my name. What steps should I take to protect my identity?

A: If you believe you have been a victim of this kind of identity theft, please inform the Employment Security Department by completing the “fraud reporting form” at esd.wa.gov/unemployment-benefits-fraud.

In addition, consider taking the following additional steps to protect your identity:

- Inform your direct manager or HR;
- File a police report online in your local jurisdiction;
- Contact major credit bureaus to report this incident of fraud, and ask them to put a watch on your credit;
- Report this incident to your state’s Office of the Attorney General;
- Report the incident to the FTC: <https://www.identitytheft.gov/Assistant#>.

Additional information on UI-related identity theft can be found here:

<https://www.idtheftcenter.org/covid-19-pandemic-leads-to-unemployment-benefits-identity-theft/>.

The National Identity Theft Resource Center also provides general information and additional resources on identity theft <http://www.idtheftcenter.org/>.